DOCUMENT RESUME

ED 471 267 CE 084 214

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TITLE	The E-Learning Revolution: How Technology Is Driving a New Training Paradigm.
PUB DATE	2002-00-00
NOTE	222p.
AVAILABLE FROM	American Management Association, 1601 Broadway New York, NY 10019 ($24.95). Tel: 800-714-6395 (Toll Free); Fax: 518-891-2372; e-mail: pubs_cust_serv@amanet.org; Web site: http://www.amacombooks.org/ books/index.htm.
PUB TYPE	Books (010) -- Opinion Papers (120)
EDRS PRICE	Document Not Available From EDRS.
DESCRIPTORS	Access to Education; Adult Education; Case Studies; Change Strategies; College Programs; *Computer Assisted Instruction; Computer Mediated Communication; Computer Uses in Education; *Corporate Education; Corporations; Data Processing; Delivery Systems; Distance Education; Economic Change; Economic Development; *Education Work Relationship; Educational Change; Educational Demand; Educational Needs; Educational Supply; Educational Technology; Educational Theories; Educational Trends; Employment Practices; Influences; Instructional Development; Internet; *Labor Force Development; Learning Processes; Learning Theories; Models; Needs Assessment; Online Courses; Organizational Development; Postsecondary Education; Social Integration; Systems Approach; Teacher Role; Teacher Student Relationship; *Technological Advancement; Theory Practice Relationship; Trainers; Training; Training Methods; Training Objectives; Trend Analysis; Universities; Virtual Classrooms; *Web Based Instruction
IDENTIFIERS	Electronic Learning; *Global Economy; Human Resources Professionals

ABSTRACT

This book, which is written from the perspective of a practicing human resources manager, presents 17 case studies illustrating how technology is driving a new training paradigm. The case studies support 21 propositions regarding training in the e- learning (electronic learning) revolution, including the following:(1) the Internet changes everything, including training; (2) the drivers of Internet activity are business and commercial, and they will shape and foreshadow developments in training; (3) training will move from events to interventions; (4) the distinction between learning and training is of value and should be maintained; (5) the distinctions among knowledge management, performance management, and training will blur; (6) a new paradigm based on learner-centered interventions and drawing on business, learning, and traditional training models will emerge; (7) training managers should identify the appropriate wins in their organizations rather than let the availability of technology determine their agenda; (8) e-learning will be most effective for acquisition of knowledge and least effective where interpersonal interaction is needed for learning; (9) e-learning will be most effective as part of a systematic approach involving classroom and experiential learning with appropriate support; and (10) social integration is emerging as a key political issue. Sixteen tables/figures and 32 focus points are included along with 89 chapter

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endnotes. (MN)

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